

April 4th, 2023 Health Commission

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments	CID #
BHS	Mt. St. Joseph									7730
	Mt. St. Joseph MSJ Epiphany Family Treatment Mental Health	Scoring suspended for 20-21 due to COVID response.	NA	NA	NA	NA	No	FY20-21	The program met 98% of its contracted performance objectives and 100% of contracted units of service target. The program submitted its client satisfaction in a timely fashion, the return rate was over 50%, and the percentage of clients indicating satisfaction with the program's services 90-100%. Monitor notes: "Program is proud it was able to engage clients throughout the pandemic. It opened its clinic to clients on June 20, 2020, and they appreciated coming back. Program is proud of its work with homeless clients from San Francisco General and how successful they were with reunification. It is also proud of its engagement with fathers in treatment."	
	MSJ Epiphany Residential	Scoring suspended for 20-21 due to COVID response.	NA	NA	NA	NA	Yes	FY20-21	The program met 14% of its contracted performance objectives and 89% of contracted units of service target. The program submitted its client satisfaction in a timely fashion, the return rate was over 50%, and the percentage of clients indicating satisfaction with the program's services 80-89%. Monitor notes: "Program is proud it stayed Covid free for two years. Its staff continued to come into the office without resistance to meet clients face to face. The number of women that have successfully completed treatment is a testament to the services provided." POA issued for failure to meet performance objectives.	
	MSJ Epiphany Residential Step-Down	Scoring suspended for 20-21 due to COVID response.	NA	NA	NA	NA	No	FY20-21	The program met 100% of its contracted performance objectives and 73% of contracted units of service target. The program completed a client satisfaction survey and analyzed the results. Monitor notes: "Program is proud it stayed Covid free for two years. Staff continued to come into the office without resistance and to meet clients face to face. The number of women that have successfully completed treatment is a testament to the services provided. The step down for the women who complete the program has been very supportive and they needed an extra year as it is very helpful to live in a supportive environment with others. Reaching pregnant women and/or homeless moms with children under the age of one was successful due to its outreach."	
BHS	2. Facente Consulting – CID#8933									8933
	Not monitored per CHEP Program Administrator									
BHS	Seneca Center – ITFC/Compass CID#23254									9939
	Seneca COMPASS	Scoring suspended for 20-21 due to COVID response.	NA	NA	NA	NA	No	FY20-21	The program met 50% of its contracted performance objectives and 64% of contracted units of service target. The program did not complete either a standardized or customized client satisfaction survey. The program is commended for excellent achievement of the objective focused on centerpiece strengths. The agency experienced severe issues with Avatar access during the year. Several objectives were deemed not applicable for FY20-21 by the SOC. BOCC recommends the program increase focus on documentation of client improvement on actionable items on the CANS.	
	Seneca Intensive Therapeutic Foster Care (ITFC)	Scoring suspended for 20-21 due to COVID response.	NA	NA	NA	NA	No	FY20-21	The program met 70% of its contracted performance objectives and 69% of contracted units of service target. The program did not complete either a standardized or customized client satisfaction survey. The program is commended for excellent achievement of the objective focused on centerpiece strengths. Several objectives were deemed not applicable for FY20-21 by the SOC. The agency experienced severe issues with Avatar access during the year. Per the SOC, some objectives were deemed not applicable because of the limited Avatar access. BOCC recommends the program increase focus on documentation of client improvement on actionable items on the CANS.	
BHS	HealthRight 360 – Check Writing – CID#18756									18756
	Not monitored by BOCC program monitoring									
BHS	Homeless Children's Network – CID#11726									11726
	Homeless Children's Network Early Childhood Mental Health Consultation Initiative (ECMHCI)	Scoring suspended for 20-21 due to COVID response.	NA	NA	NA	NA	No	FY20-21	The program met 0% of its contracted performance objectives and 100% of contracted units of service target. The program did not complete either a standardized or customized client satisfaction survey. Due to the pandemic response environment, the program did not specifically address the one-time essay objective, but the Year End Report provides a detailed account of the program's challenges while it continued to deliver services to families and providers.	
	Homeless Children's Network EPSDT - General	Scoring suspended for 20-21 due to COVID response.	NA	NA	NA	NA	No	FY19-20	Pending 20-21 report finalization, 19-20 data provided. The program met 78% of its contracted performance objectives and 125% of contracted units of service target. The program submitted its client satisfaction in a timely fashion, the return rate was over 50%, and the percentage of clients indicating satisfaction with the program's services 90-100%. Program had mixed results on the performance objectives, scoring overall at 78% compliance, which is compared to 18-19 results at same 78% compliance.	

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BHS	Community Forward SF – A Woman's Place – CID#10020									10020
	CFSF A Woman's Place Drop-in Center AWP Behavioral MH	Scoring suspended for 20-21 due to COVID response.	NA	NA	NA	NA	No	FY20-21	The program met 92% of its contracted performance objectives and 106% of contracted units of service target. The program completed a client satisfaction survey and analyzed the results. Monitor notes: "Program indicated it is proud that its client satisfaction survey results were excellent and the women it served were really happy. All exits were due to permanent housing or a higher level of care and not to disciplinary or behavioral health exits. There were no AWOLS and everybody was stable and satisfied. Program indicated that the Drop-In-Center location has been closed since March 2020 and therefore no services were provided since this time; however, it is seeking to resume Drop In services once it receives approval to do so."	
BHS	HealthRight 360 – F.I. – CID#									
	Not monitored by BOCC program monitoring									
BHS	Westside – Methadone – CID#8643									8643
	Westside Methadone Maintenance Program	Scoring suspended for 20-21 due to COVID response.	NA	NA	NA	NA	Yes	FY20-21	The program met 75% of its contracted performance objectives and 80% of contracted units of service target. The program submitted its client satisfaction in a timely fashion, the return rate was over 50%, and the percentage of clients indicating satisfaction with the program's services 70-79%. Monitor notes: "Program is proud of its wonderful staff. They worked during the entire pandemic to serve its clients. It also improved client services based on clients' needs during this monitoring period." POA issued: "Program continues to not record any initial requests for service in the Avatar Timely Access Log despite repeated POAs. Program must provide a plan to indicate how it will meet this requirement during FY 21-22."	